

HUMAN SERVICE TRANSPORTATION DELIVERY PROGRAM (HSTD)

Overview:

The Human Service Transportation Delivery (HSTD) Program provides non-emergency, non-ambulance medical transportation services to eligible Medicaid, Vocational Rehabilitation, and Department of the Blind recipients. It also combines the resources of public and private transportation providers in an efficient, cost effective and easily accessible transportation program throughout the Commonwealth of Kentucky.

The Department for Medicaid Services (DMS) contracts with the Kentucky Transportation Cabinet (KyTC) to manage the daily operation of the HSTD program. The Office of Transportation Delivery (OTD) within the KyTC answers complaints from recipients, subcontractors, or regional brokers and resolves them. Please call 1-888-941-7433 if you need assistance with any issues or concerns.

Under the HSTD program the Commonwealth is divided into 12 transportation regions. A regional broker coordinates transportation services for each region through use of a network of providers located within the region.

Basic rules about transportation services:

If you or someone in your household has a car, van or truck and it is not available or appropriate for you to use, you must give the transportation provider, in writing, information that verifies you cannot use the vehicle.

- You can get a doctor's note if it is for a medical reason.
- You can get a mechanic's statement if it is not working or if there are mechanical problems.
- Have your family member's boss or school official write a note that the family member cannot give you a ride when you need it because of their work or school hours.
- If the car, van or truck has been junked, you will need to give a copy of the vehicle registration to your broker from the County Clerk's Office.

You should always try to go to the closest medical facility that can help your condition. If you need care that is out of your service area (county or a county that borders your county) you will need to have your doctor write a note to the broker explaining why it is important for the trip to occur.

Only Medicaid members that are in a wheelchair or are able to walk but disoriented are allowed to choose the company they want to ride with. You will need to give the broker a doctor's note saying that you need wheelchair or attendant services.

How to request services:

Recipients needing transportation services can contact their regional broker to inquire about their hours of operation and policies for scheduling transportation services. Normal transportation services must be scheduled with the regional broker 72 hours in advance. To cancel a reservation, please call the broker and not the Office of

Transportation Delivery. After hours paging is available on weekends and state holidays for immediate or "urgent care" transportation needs.

We have provided contact information for the regional brokers and the Office of Transportation Delivery. The regional broker list is in alphabetical order by county.

OFFICE OF TRANSPORTATION DELIVERY
200 Mero Street, W3-10-01
Frankfort, KY 40622
Phone: 888-941-7433
Fax: 502-564-2058

REGIONAL BROKER CONTACT INFORMATION

REGION	COUNTIES	BROKER	ADDRESS	PHONES
1	Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, McCracken, and Marshall	LKLP Community Action Council	398 Roy Campbell Drive Hazard, KY 41701	800-245-2826 606-435-7998 Fax 606-435-1721 or 606-439-2229
2	Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, and Trigg	Pennyrile Allied Community Services	PO Box 582 Hopkinsville, KY 42240	800-467-4601 270-886-6641 Fax 270-886-1256
3	Daviess, Hancock, Henderson, Mclean, Ohio, Union, & Webster	Audubon Area Community Services Inc. (GRITS)	1416 West 9th St. Owensboro, KY 42301-2052	800-816-3511 270-686-1651 Fax 270-684-8714
4	Breckinridge, Grayson, Hardin, Larue, Marion, Meade, & Nelson	LKLP Community Action Council	398 Roy Campbell Drive Hazard, KY 41701	800-245-2826 606-435-7998 Fax 606-435-1721 or 606-439-2229
5A	Butler, Hart, Edmonson, Logan, Simpson, & Warren	Audubon Area Community Services Inc. (GRITS)	1416 West 9th St. Owensboro, KY 42301-2052	888-781-8312 (For Local recipient use) 270-782-8312 Fax 270-684-8714
5B	Adair, Allen, Barren, Green, Metcalfe, & Taylor	Rural Transit Enterprises Coordinated (RTEC)	P.O. Box 746 Mt. Vernon, KY 40456-0746	800-321-7832 606-256-9835 Fax 606-256-4319
6	Bullitt, Henry, Oldham, Jefferson, Shelby, Spencer, and Trimble	Federated Transit Services of the Bluegrass (FTSB)	1460 Newtown Pike Suite 209 Lexington, KY 40511	888-848-0989 Fax 859-233-1668

8	Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington, and Woodford	Bluegrass Community Action Agency	3445A Versailles Rd., Frankfort, KY 40611	800-456-6588 502-695-4290 Fax 502-695-6102
10	Fayette	Federated Transportation Service of the Bluegrass	1460 Newtown Pike Suite 209 Lexington, KY 40511	888-848-0989 859-233-0066 Fax 859-233-1668
12	Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, and Whitley	Rural Transit Enterprises Coordinated (RTEC)	PO Box 746 Mt. Vernon, KY 40456	800-231-7832 606-256-9835 Fax 606-256-4319
13	Bath, Boone, Bourbon, Boyd, Bracken, Breathitt, Campbell, Carroll, Carter, Clark, Clay, Estill, Elliott, Fleming, Gallatin, Grant, Greenup, Harlan, Harrison, Jackson, Kenton, Knott, Lawrence, Lee, Leslie, Letcher, Lewis, Madison, Mason, Menifee, Montgomery, Morgan, Nicholas, Owen Owsley, Pendleton, Perry, Powell, Robertson, Rowan, and Wolfe	LKLP Community Action Council	PO Box 340 Jeff, KY 41751	800-245-2826 606-487-9420 Fax 606-487-1889
14	Floyd, Johnson, Magoffin, Martin, and Pike	Sandy Valley Transportation Services	81 Resource Court Prestonsburg, KY 41653	800-444-7433 606-886-1936 Fax 606-886-7039